

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

February 13, 2012
9:00 – 10:30 a.m.
550 S. Vermont Ave., 2nd Floor Conference Room
Los Angeles, CA 90020

Martha Drinan, RN, MN, CNS, Chair

Carol Eisen, M.D., Co-Chair

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:45	SA QIC Reports & Countywide Children's QIC Report	SA QIC Chairs/ Co-Chairs
III	9:45 – 9:55	Cultural Competency Committee Report	S. Chang Ptasinski
IV	9:55 – 10:05	Clinical Issues – OMD Report	C. Eisen
V	10:05 – 10:15	PRO	S. Guerrero R. Jibri
VI	10:15 – 10:20	Survey Data Collection & Submission	V. Joshi T. Beyer
VII	10:20 – 10:25	RC2 PIP	M. Drinan J. Agojo
VII	10:25 – 10:30	APS/CAEQRO Site Review – April 16 – 19, 2012	
		Announcements: 2012 Calendar – Holidays in October (Columbus) and November (Veteran's Day)	

Next Meeting
March 12, 2012
9:00 – 10:30 a.m.
550 S. Vermont Ave.
2nd Floor Conference Room
Los Angeles, CA 90020

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date	February 13, 2012
Place	550 S. Vermont Ave., 2nd Floor	Start Time:	9:00 a.m.
Chairperson	Martha Drinan, RN, MN, CNS District Chief, QI Division	End Time:	10:30 a.m.
Co-Chair Person	Carol Eisen, M.D.		
Recorder:	Maria Gonzalez		
Members Present	Alan Lert; Alex Medina; Alyssa Bray; Carol Eisen; Cassandra Peterson; Cindy Fergusson; Debi Berzon Leitelt; Don Gonzales; Doris Benosa; Emilia Ramos; Gassia Ekizian; Greg Tchakmakjian; Jessica Wilkins; Julie Agojo; Kimber Salvaggio; Kimberly Spears; Kumar Menon; Leticia Jimenez; Lisha Singleton; Lupe Ayala; Marc Borkheim; Maria Gonzalez; Margarita Villagrana; Melody Taylor; Michelle Rittel; Misty Aronoff; Monika Johnson; Sandra Chang Ptasiński; Timothy Beyer; Vandana Joshi		
WebEx Participants			
Excused/Absent Members	Ann Lee; Angela Kahn; Fang Xie; Julie Valdez; Kari Thompson; Kimberly Floyd; Leah Carroll; Leslie Shrager; Lisa Harvey; Marcy Pullard; Mary Ann O'Donnell; Michelle Chiappone; Nina Johnson; Sam Keo; Sylvia Guerrero		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	Introductions were made.	M. Drinan
Review of Minutes	The minutes were reviewed and approved.	Minutes were reviewed and approved. No changes were requested.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
SA QIC Liaison Reports	SA1: County Performance Outcomes Survey Training was held at our meeting.	Next meeting: Miesha Worthey will present on HWLA.	C. Fergusson
	SA 2 Adult: Adult and Children meeting were combined for the County Performance Outcomes Survey training.	Next meeting: March 16, 2012.	K. Salvaggio
	SA 2 Children:	Next meeting: February 16, 2012.	M. Rittel
	SA3: County Performance Outcomes Survey Training was held at our meeting.	Next meeting: February 15, 2012. There will be a presentation from ACCESS.	M. Taylor
	SA4: County Performance Outcomes Survey Training was held at our meeting. Also members reviewed previous information received from QA/QI.	Next meeting: February 21, 2012. Debbie Innes-Gomberg will present on PEI Outcomes at next meeting.	A. Bray
	SA5: County Performance Outcomes Survey Training was conducted. Several Fee-For-Service providers attended and some of them expressed interest in attending future QIC Meetings.	Next meeting: March 6, 2012.	M. Johnson
	SA6: County Performance Outcomes Survey Training was conducted. Continue to work on Improvement Documentation Sharing with Directly Operated and Contract Providers.	Next meeting: February 23, 2012.	K. Spears
	SA7: County Performance Outcomes Survey Training was conducted.	Next meeting: February 14, 2012.	C. Peterson

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
SA QIC Liaison Reports Cont.	SA8: County Performance Outcomes Survey Training was conducted.	Next meeting: February 15, 2012.	M. Aronoff
Countywide Children's	Paul McIver provided an update on AB3632. Yoko presented on Expedited Response Pilot (ERP). All DCFS involved children referred to ACCESS/PMRT will be identified as children served by DCFS. Joint PMRT and Children's Social Worker (CSW) teaming will occur for rapid response for mutual clients in cases of abuse, neglect suicidal/homicidal ideation, and/or grave disability. Debbie Innes-Gomberg also presented on PEI Outcomes.	Next meeting: May 10, 2012. Ms. Singleton will send via email the Expedited Response Protocol to all QIC members.	L. Singleton
Cultural Competency Committee	Continue to have meetings regarding California Brief Multicultural Competency Scale. One more meeting will look at recommendations that have been made. Also continue to focus on reviewing Bilingual Bonus Policy. Members elected James Randall as Co-Chair, to represent Peer Advocates, and Lupe Ayala as 2 nd Co-Chair.	Next meeting: March 14, 2012. 695 S. Vermont Ave., 15 th Floor at 1:30 p.m.	S. Chang Ptasinski
Clinical Issues OMD Report	Committee continues to review Clinical Peer Review policy that has been initiated. Mary Ann O'Donnell continues to work on the Consultation Parameters and detailing our role with Primary Care providers.	The Consultation Parameters are still in process.	C. Eisen
PRO	A summary data analysis will be available at next meeting. The data pertains to Complaints, Grievances, Appeals and Fair Hearings.	QI Division completing analysis of PRO data.	V. Joshi
Consumer Satisfaction Survey Data Collection & Submission	Survey Data Collection starts today. FFS providers can be tracked by discipline.	Completed surveys due on March 13, 2012.	M. Drinan V. Joshi

Agenda Item & Presenter	Discussion & Findings	Decision s, Recommendation s, Actions, & Scheduled Tasks	Person Responsible & Due Date
RC2 PIP	Inpatient Facility Summary Report was distributed by Ms. Drinan. Julie Agojo from Managed Care provided an update on RC2. This Quality Improvement Project has been focusing on STATS/Rehospitalization Cohort II (RC2) and interventions for hospitals and outpatient clinics are being implemented with positive results. Every year we need to provide two PIPs. 1) Clinical and 2) Non-Clinical.	Ms. Agojo will be contacting Chairs and Co-Chairs for any needs she might have.	M. Drinan
APS/EQRO Site Review – April 16-19, 2012	EQRO identified Service Areas 2, and 5 for this years Site Review. The Site Review will focus on Quality, Access, Timeliness and Outcomes of Service as well as coordination of integrated care for mental health, physical health, and substance use disorders.	CAEQRO will be here April 16, - April 19, 2012. The due date for Pre-Review Documentation is March 12, 2012.	M. Drinan
Agenda Item & Presenter	Discussion & Findings	Decision s, Recommendation s, Actions, & Scheduled Tasks	Person Responsible & Due Date
Handouts	➤ Departmental QIC 2012 Meeting Schedule		
Announcement			
Next Meeting	March 12, 2012 9:00 a.m. – 10:30 a.m. 550 S. Vermont Ave. 2 nd Floor Conference Room Los Angeles, CA 90020		

Respectfully Submitted,

Martha Drinan, RN, MNS, CNS